

March 9, 2017

Dear Customer,

Since our Hydranal product line was launched more than 35 years ago, our manufacturing facilities and quality control / development laboratory in Seelze, Germany, have applied a high standard for production and quality control of Karl Fischer reagents and water standards. Honeywell has always been and remains fully capable of delivering production capacity to meet global demand for the entire Hydranal portfolio. Hydranal products continue to pass strict quality control tests, ensuring consistent and accurate performance.

Any service issues that have been experienced for Hydranal in the recent weeks are related to distribution, and are not related in any way to production. As a matter of fact, Hydranal has for a number of years been manufactured by Honeywell while quality control and application development (>700 applications developed to date) were managed by employees who are now all members of the Honeywell team.

We continue to focus on key products like Hydranal as a top priority, and every day we are shipping to customers at an increasing pace. Where stock is available, we expect to dispatch orders within 5 business days throughout March and April in most markets.

Best regards,



Arnaud Verhaeghe
General Manager
Advanced Materials, Research Chemicals
Arnaud.Verhaeghe@Honeywell.com